



# Representative Payee Program

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Representative Payee Program Manager



BFC is a private, non-profit organization that has been contracted by the

## **DC Department of Behavioral Health**

since 2002 to provide organizational payee services to consumers who receive Mental Health Rehabilitation Services in the District of Columbia.

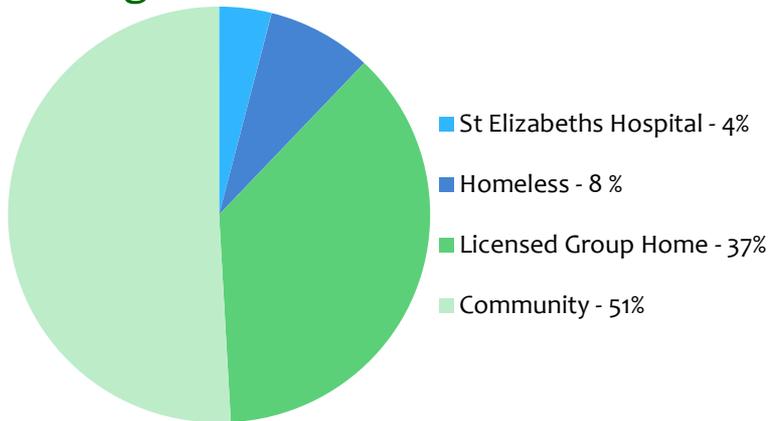
The RPP contract allows us to provide services that:

- are **free of cost** to consumer
- follow the consumer as they move among mental health providers and treatment settings in DC
- provide transparency and impartiality

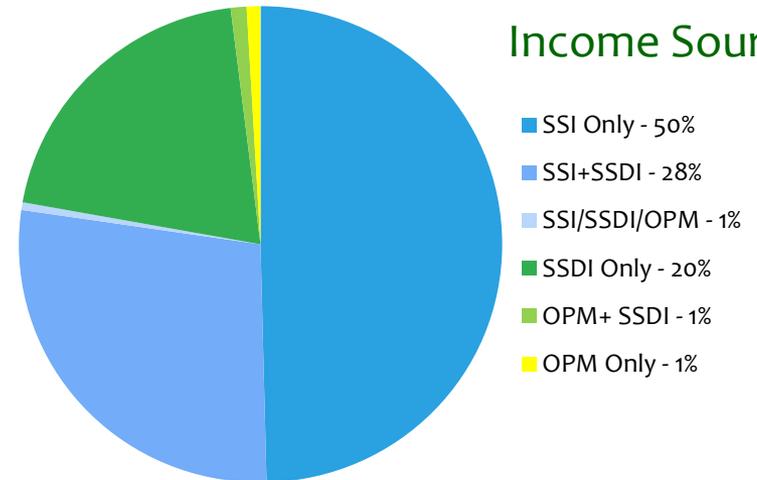
# The consumers we serve

are single adults with severe and persistent mental illness.

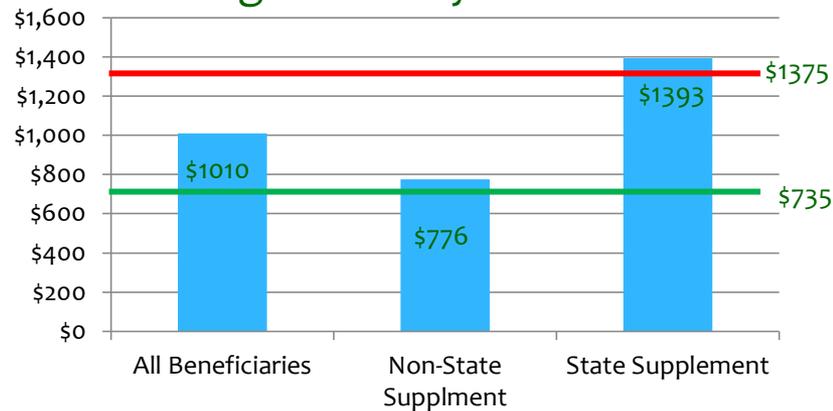
## Living Situation



## Income Source



## Average Monthly Income



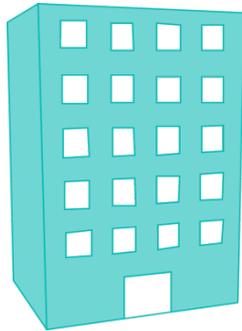
# Reporting to SSA

Our consumers experience frequent changes in living situation and other life events that impact their benefit eligibility and must be reported to SSA.

- Full-time Benefit Coordinator on staff
- Weekly in person appointments at our local SSA field office
- Encrypted email communication with SSA



Hospitalizations



Moves



Resources

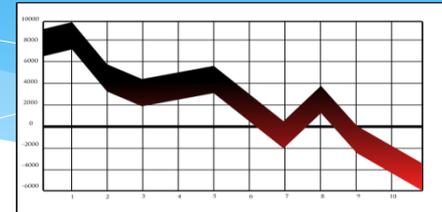


Work Activity



Incarcerations

# Reporting Challenges



## Understaffing at SSA Offices

We have observed the decrease in staffing and strain on services at our local SSA office over time as a result of budget cuts, hiring freezes, and the inability to fill vacant positions quickly, if at all.

- Continuous pressure to reduce time committed to regularly scheduled visits
- Large workload for SSA staff limits ability to address issues between visits
- Highly skilled SSA staff move on to new positions quickly
- Processing delays lead to under- and overpayments, further complicating reporting and corrections

We fear even greater pressure with latest hiring freeze and proposed budget cuts.

# Limited Online Resources



- Previously available online services have been eliminated
- Barred from using My Social Security for beneficiaries
- SSA BSO Internet Representative Payee Accounting submission is very limited in use



## Hopes for the Future

- Continue commitment to dedicated staffing for Organizational Payees
- Develop new online resources that will increase capacity
- Advocate for changes in policies that will support beneficiaries ability to remain in their communities with and without the assistance of payees